

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NO.		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY		CODE		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)				(X)		9A. AMENDMENT OF SOLICITATION NO.	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 11)	
CODE		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.						
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
	D. OTHER (Specify type of modification and authority)						
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)				(Signature of Contracting Officer)			

Description of the Changes:

1. The following items are provided from the pre-proposal conference, which was held on July 21, 2010:
 - a. The list of attendees from the sign-in sheet; and
 - b. Answers to questions received prior to, during, and after the conference.

Acknowledgment: See block 11 of the Standard Form 30 regarding how to acknowledge this amendment. The acknowledgment must be received at the place designated for receipt of offers (see block 9 of the Standard Form 1449, "Solicitation/Contract/Order for Commercial Items," or clause CBO 28, "Electronic Mail and Facsimile Proposals," in Section L of the solicitation).

Offer Modification: See block 11 of the Standard Form 30 if you have submitted your offer and now desire to modify it or withdraw it.

Questions & Answers

Q1: Do we need clearance?

A1: No.

Q2: How many users?

A2: About 250.

Q3: Is there a rough estimate of number of documents per month/year?

A3: There are currently fewer than 1000 documents posted in the ColdFusion-based Intranet. About ¼ of the documents are in WordPerfect and will need to be converted over to MS Word. The remainder is roughly evenly divided between MS Word and Adobe PDF files. Many of the PDF files are forms that could be integrated into SharePoint, although this functionality is not required at present.

CBO estimates that the number of documents will significantly increase in the future, as more of CBO's workflow and document management will take place inside SharePoint. At present, we have no way to estimate the total number of documents, as many items that are currently stored on individual machines and/or divisional shared drives will eventually migrate into SharePoint.

Q4: What content management system is being used?

A4: ColdFusion (see solicitation paragraph C.2, Background).

Q5: Do we have complete control of the server while in development phase?

A5: Yes.

Q6: Is sliced-design finalized?

A6: Yes.

Q7: Is the site theme (color, font) available and final? Do different divisions have different themes or do they inherit parent theme?

A7: Final theme is available. All division landing pages will inherit the parent theme. They may link to other pages that do not inherit the theme.

Q8: Is user authentication tied to Windows?

A8: Yes.

Q9: The RFP states that "CBO expects appropriate sizing to be included into the design so that additional servers do not need to be brought into the farm for a period of 9 months after final acceptance of the project in total, assuming reasonable growth in data and usage..." [¶C.4.1] Why is a 9 month timeframe requested? Is a change anticipated to be implemented after the 9th month?

A9: The 9-month period is included to provide a window of time where the system usage is stable and we do not need to immediately add hardware.

Q10: What is the current configuration of the servers, for example, memory, processor, disk space, etc.? [¶C.4.1]

A10: CBO will provide clean hardware for the SharePoint 2010 installation. As stated in the RFP, CBO will provide a Windows Server 2008R2 x64 platform with virtual servers running in a VMware ESX environment with 2 processors and 6GB of RAM. SQL Server will be provided by a distinct server running SQL 2008R2 x64 on instance(s) dedicated to SharePoint.

Q11: Will the government provide a list of the third party applications that need to be integrated? [¶C.4]

A11:

1. Cold-Fusion-based supply store, developed in-house.

2. Applicant tracking system: SonicRecruit by Cytiva.
3. Custom-written controlled correspondence system.
4. IPTV running on a VBrick system (requires only a link out from Intranet)
5. Momentum financial system (requires only a link out from Intranet)

Q12: What is the existing backup and redundancy plan? [¶C.2]

A12: We are presently using the DocAve product. Our final configuration will include iSCSI share defined exclusively to hold SharePoint backups with an intent of implementing a Neverfail solution.

Q13: Are there any in-house developed complex workflows and Web Parts? If so, how many? Who is responsible for upgrading or modifying the custom code that is migrated to the new platform? [¶C.2]

A13: There are no internally developed complex workflows or Webparts. There are several 3rd party (Bamboo) webparts (Calendar, weatherbug, etc.).

Q14: The government has a requirement to migrate content from Cold fusion and existing SharePoint 2007 two sites with approximately 50 sub-sites defined with basic Web Parts as well as one site with extensive custom coding. Please describe the type and amount of data to migrate. [¶C.4.1]

A14: One site contains less than 20 defined sub-sites that require migration (v-sharepoint). The other site will very likely not be part of the migration (connecticut).

Q15: During the user test period (10/1 – 11/15) what is your expectation of turnaround time it will take the Contractor to respond to any support requests – i.e. the time between receipt of a support request and a response from the Contractor?

A15: CBO expects an in-person acknowledgement of the support request within 24 hours on a working day or by COB the next normal working day for weekend/holiday requests. CBO expects daily follow-up communications while the problem is being resolved.

Q16: Section I8 (b) discusses the Contractor providing a warranty of at least 90 days. Although the RFP is a labor hour contract, this section discusses providing warranty services at no cost to CBO. Can you explain this apparent conflict?

A16: The purpose of a warranty is to provide the government with a means to obtain services that conform to the requirements of the contract, if they are found to be defective or nonconforming after acceptance of the work. In a service contract, regardless of its type, the primary remedy for defects is reperformance of the services to correct the defect to bring the work back into conformance. The reperformance is to be done at no additional cost because the service was completed and accepted but has since “stopped working” within the warranty period.

Q17: Given the nature of the work to be performed under this RFP, can you provide any examples of the circumstances under which the warranty would be invoked?

A17: We have no specific examples.

Q18: Can you confirm that the warranty period for the services under this RFP is 90 days, not longer?

A18: As stated in part in clause CBO 11, Warranties, “The goods and services provided shall be free from defects in materials and workmanship *for a period of at least ninety (90) days after completion of performance* (in the case of services) or after acceptance (in the case of goods or supplies) *unless a longer warranty period is provided or is required by law.*” [emphasis added]

The warranty period should be at least 90 days. A longer period may be offered if a company so chooses, or if it is required by law.

Q19: What is your expectation of the turnaround time it will take the Contractor to respond to any warranty request during the warranty period – i.e. the time between receipt of a warranty request and commencement of work on the warranty item by the Contractor?

- A19:** Warranty-related issues that result in major outages/downtime to the CBO Intranet require a response on the business day in which the request is placed. Minor issues that result only in smaller systems/functions being available require a response within 24 hours on a working day or by COB the next normal working day for weekend/holiday requests. CBO would expect daily follow-up communications while the problem is being resolved.
- Q20:** Is it possible to get a live overall demonstration of the current CBO Intranet? This will help identify the critical points to plan for the migration to SharePoint 2010.
- A20:** No.
- Q21:** Just to understand the size of the Intranet, how many CBO divisions are there?
- A21:** There are 8 divisions, but some generate more content than others. For instance, one division is the support section, so it includes 7 units with multiple pages and documents.
- Q22:** How many potential users will there be?
- A22:** (a) Internal users: 250
(b) External users: At present, CBO's Intranet is available to CBO employees only.
- Q23:** Does CBO want to keep the same look (color, style, etc) as the current Intranet site or redesign? Will the default look and feel of SharePoint 2010 suffice?
- A23:** As stated in the RFP at ¶C.4, the new site will be built "using CBO-provided sliced designs." Unsliced versions of the comps are provided in the RFP at Attachment 2 of Section J.
- Q24:** Navigation – Will SharePoint 2010 built-in navigation conventions suffice for the new Intranet?
- A24:** As stated in the RFP at ¶C.4, the navigation will be built around CBO-provided wireframes and taxonomy.
- Q25:** Please detail the various functions of the current Intranet.
- A25:** See ¶C.2 of the solicitation.
- Q26:** How much of it maps to available out-of-the-box SharePoint 2010 functions?
- A26:** To be determined by the Contractor.
- Q27:** How much of it will have to be customized?
- A27:** To be determined by the Contractor
- Q28:** Please provide a complete list of systems to be migrated to SharePoint 2010.
- A28:** Determining this is part of the scope of the contract.
- Q29:** What type of migration?
- A29:** To be determined by the Contractor.
- Q30:** What are the functions and features to map to SharePoint 2010?
- A30:** To be determined by the Contractor.
- Q31:** How many records are there in the staff photo directory?
- A31:** CBO has approximately 250 employees.
- Q32:** How many forms are there?
- A32:** Fewer than 500.
- Q33:** What format are the forms in?
- A33:** Mostly writeable PDF, though some are in Word and some are still in WordPerfect.
- Q34:** Any automated forms?
- A34:** No.

Q35: Is there a submission or workflow associated with any form?

A35: No. Generally forms are filled out either electronically or by hand and then e-mailed or hand-delivered to their recipient.

Q36: Reserving conference rooms...

A36: NOTE: The conference room reservation system has been migrated to Outlook since this RFP was issued. It will no longer be part of the CBO Intranet or the scope of this contract.

Q37: How much [library] data in terms of size and item count?

A37: There is very little library data living on the Intranet. CBO's collection of books and bound journals is cataloged electronically, but that catalog is not integrated into the Intranet. Most of the library resources available from the Intranet consist of links to third-party databases and/or indices.

Q38: What format are they in?

A38: See answer to Q37.

Q39: Is the data index-able?

A39: See answer to Q37.

Q40: Will the metadata associated with the library item (Created, Modified, Changes, and Version information) need to be preserved moving to SharePoint 2010?

A40: See answer to Q37.

Q41: Please describe the ad-hoc nature of these [SharePoint] sites. How were they created? Who maintains them? Centralized or decentralized?

A41: The sites are presently user-maintained and the governance of the sites is decentralized. Future governance issues are TBD.

Q42: How will they be maintained moving to SharePoint 2010?

A42: TBD by Contractor.

Q43: How much customization is there?

A43: See solicitation ¶C.4.1.

Q44: Current [organization of material] is by division and unit. What are the functions that the materials need to be reorganized into?

A44: As stated in the RFP at ¶C.4, precise functionality will be specified in the CBO-provided taxonomy and wireframes.

Q45: How many functions are there? Who will determine which function they belong in?

A45: See answer to Q44 regarding taxonomy and wireframes.

Q46: How and who will determine the access levels to the materials?

A46: TBD by web team in consultation with CBO stakeholders.

Q47: Will there be a document control to determine the life cycle of the materials?

A47: TBD by Contractor in consultation with web team and CBO stakeholders.

Q48: Please list and describe the [current Intranet] functionalities from CF-based environment to be migrated to SharePoint.

A48: The site contains policy information and forms for various support functions (HR forms, ethics/compliance forms, travel forms, training forms, IT FAQs, etc.). Many of the divisions post information internal to that division (SOPs, data, and links to other agencies/data sources). The site also links out to a CF-based supply store, a custom-written controlled correspondence application, a commercial off-the-shelf applicant tracking system, and a financial management system.

Q49: How much customization will be needed?

A49: TBD by Contractor as part of the contract.

Q50: How much can be satisfied with out-of-the-box functionalities of SharePoint 2010?

A50: TBD by Contractor as part of the contract.

Q51: How many attached documents are there and what is the total size?

A51: See answer to Q3.

Q52: How many links are there? Are they centralized or distributed throughout the sites?

A52: Fewer than 3000, distributed throughout the sites.

Q53: Regarding removed older content that was revised but not deleted, who will determine if the content is old?

A53: CBO stakeholders.

Q54: Will the rule be applied uniformly for all content?

A54: Content is "old" when it contains information that is out-of-date. That rule will be applied uniformly. What counts as "out-of-date" cannot itself be subject to a uniform rule.

Q55: How will the content age be preserved moving to SharePoint 2010?

A55: TBD by Contractor as part of the contract.

Q56: How are function-based CBO support services defined?

A56: Via CBO-provided taxonomy.

Q57: Are the functions fixed? Will they be changed regularly?

A57: Functions themselves are largely fixed, though ownership of various functions does change.

Q58: How will the access control be maintained across functions, unit, or divisions?

A58: TBD by Contractor in consultation with web team, IRM and CBO stakeholders.

Q59: Regarding third-party application tie in (COTS application-tracking system, CF-based supply store, CF-based controlled correspondence system), what are the extent of the tie in?

A59: (a) URL link to application: COTS, supply store, Momentum, most library databases
(b) Sign-on linkage: N/A
(c) Data integration: Possibly, depending on level of integration of controlled correspondence and project tracking system.

Q60: Will the space for employees to find and share information across divisions be centrally controlled?

A60: Yes.

Q61: How much access and customization will the employees be allowed?

A61: This will be negotiated internally between stakeholders, web team and IRM.

Q62: Regarding the framework for integrating document tracking, workflow, and project-management capabilities into the Intranet, is CBO open to third-party software that can be integrated with SharePoint 2010?

A62: We prefer to use SharePoint 2010's native functionality unless there are extremely compelling reasons for doing otherwise.

Q63: Are the 2 existing SharePoint 2007 sites mentioned in RFP equivalent to SharePoint site collections?

A63: CCS yes, Wiki no.

Q64: The 50 sub-sites mentioned in the RFP, were they created with standard templates using out-of-box webparts available in SharePoint2007?

A64: Yes.

Q65: Please provide more details about the one site with extensive custom coding: What type custom coding?

A65:

- Server-side: Yes
- Client-side: Yes
- Webpart: No
- Event handler: Yes
- Template changes: Yes
- Custom workflow: Yes
- Form changes: Yes

Q66: How was it installed?

A66:

- As a SharePoint solution: Yes
- As a SharePoint feature: No

Q67: What tool was used?

A67:

- SharePoint Designer: No
- VisualStudio: Yes
- InfoPath: No

Q68: Language used?

A68:

- C#: Do not think so
- Javascript: Yes
- XML: Yes

Q69: Any third party components?

A69: No.

Q70: Please provide count and size of current content on SharePoint 2007.

- A70:**
- (a) Number of sites or sub sites: About 18.
 - (b) Number of files in each library: Unknown. Exact number to be moved TBD by Contractor in consultation with CBO.
 - (c) Number of lists: See above.
 - (d) Number of list items in each list: See above.
 - (e) Other custom elements and quantity if applicable: See above.

Q71: What is the size of the current SharePoint 2007 content database?

A71: About 300MB (backup size) for Connecticut; about 540MB (backup size) for V-sharepoint.

Q72: How many front-end web servers will be available in the SharePoint 2010 farm?

A72: There will be a minimum of 2, with a 3rd dedicated to app/search. The database will be separate. Contractor will recommend any additional servers that might be needed.

Q73: If more than one, how will they be load balanced?

A73: TBD by Contractor.

Q74: How much disk or SAN storage space will be allocated?

A74: Whatever is required.

Q75: What is the version of VMWare ESX?

A75: V-sphere 4.0

Q76: How many VM hosts are there?

A76: 5 currently.

Q77: Will there be more than one SQL server where they can be clustered or mirrored?

A77: TBD by Contractor.

Q78: SharePoint 2010 has many services that can be partitioned among many application server pools. How many of these services will be needed?

A78:

- Search: Yes
- Web Analytics: Yes
- Managed Metadata: Yes
- Secure Store Services: No
- User Profile: Yes
- Business Data Connectivity: Not immediately, but will want the option for the future
- Excel Calculation Services: Yes
- Word Services: Yes
- Access Service: Yes
- Word Viewing: Yes
- Visio Graphic Services: Yes
- PowerPoint Services: Yes
- Subscription Services: No

Q79: Is high availability a requirement?

A79: Yes.

Q80: Will there be a need for a second server farm for backup and failover?

A80: Yes. CBO maintains a full backup at an alternate site.

Q81: What is the backup and restore requirements?

A81: These requirements are currently handled with software solutions on-site, in-house, or proposed. They are not in the scope of the current contract.

Q82: Paragraph B.2 states, "The ceiling price of the contract is estimated not to exceed \$115,000 over the term of the contract." Can you explain what that dollar amount covers?

A82: Our intent in including this amount was to provide a magnitude for the entire contract amount, to give companies some sense of how big (or small) this project is. It is not intended to limit or constrain companies' proposal amounts.